

IGT-ACRES
Patron Management Player Tracking V3.05
Suggested Trial Procedures

Player Tracking

1. Slot department key employees should provide close supervision of booth personnel and the personnel responsible for the inputting of customer information and the redeeming of points for player tracking.
2. Slot department employees should ensure that customers fully understand the operation of the player tracking promotion.
3. Each day accounting or auditing personnel shall:
 - a. Foot all points-redeemed documentation and trace to the system-generated totals.
 - b. Review all points-redeemed documentation for propriety.
 - c. Review all reports noting exceptions (i.e., a large number of points credited to a patron's account, changes in card reader values, merged accounts, deletions of members, etc.). Follow-up on all exceptions noted.